



Clark County Park District
20482 N. Park Entrance Road, Marshall, IL 62441
Gate House Attendant

Summary:

The Gate House Attendant is responsible for assisting visitors, scheduling and making reservations, checking visitors in, phoning and mailing information to customers, handling cash and credit transactions, sales of miscellaneous items, and working with other team members to accomplish the District's goal of Customer Satisfaction. The work pace is moderate to fast paced. This is a part time seasonal position, shift work with fluctuating hours with the possibility of up to 40 hours per week during the busy season. Weekend and Holiday availability is required.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies:

- **Safety and Security** – Use good safety awareness, judgment and follow policies; report potentially unsafe conditions; use equipment, following manufacturer safety instructions; and follow agency ergonomic policies and procedures.
- **Attendance/Punctuality** – Demonstrate consistent attendance and on-time arrival.
- **Dependability** – Follow instructions and respond to management direction; take responsibility for own actions; keep commitments; and complete tasks on time or notify appropriate person.
- **Planning/Organizing** – Prioritize and plan work activities and use time efficiently.
- **Judgment** – Exhibit sound and appropriate judgment; support and explain reasoning for decisions; include appropriate people in decision-making process; and make timely decisions.
- **Professionalism** – Approach others in a tactful manner; react well under pressure; treat others with respect and consideration; accept responsibility for own actions; and follow through on commitments.
- **Problem Solving** – Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem-solving situations; and use reason even when dealing with emotional topics.
- **Customer Service** – Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance; and meet commitments.
- **Interpersonal Skills** – Focus on solving conflict, not blaming; listen to others without interrupting; keep emotions under control; and remain open to others' ideas and try new things. Must be able to deal with people and patrons under stressful situations.

- Teamwork – Promote and support work teams; put success of team above own interests; and support everyone's efforts to succeed.
- Oral Communication – Listen and get clarification; and respond well to questions.
- Organizational Support – Follow policies and procedures.

Education and/or Experience:

High school diploma or equivalent is preferred. 6 months to one-year of related experience.

Language Skills:

Excellent verbal and written communication skills and customer relations. Ability to write/type routine reports and correspondences.

Mathematical Skills:

Must possess good basic math skills such as adding/subtracting, multiply and divide.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to solve problems involving several concrete variables in standardized situations. Ability to maintain a high degree of confidentiality.

Computer Skills:

To perform this job successfully, and individual should have knowledge of database software; computer software; registration processing systems and word-processing software.

Other Skills and Abilities:

Reliable, Organized, and Possess multi-tasking abilities. Excellent verbal and written communication skills. Up to a year of prior experience with cashier/clerical work. Must be able to work with multiple interruptions.

- Ability to work with others on a team in the Gate House and with Special Events as needed.

Supervision:

The Gate House Attendant is directly responsible to the Office Manager and the Executive Director.

Essential Functions:

1. Process reservations and assist office walk-in customers as needed.
2. Deliver messages to campers and staff.
3. Verify daily transactions with Office Manager.
4. File daily receipts, end of shift balancing receipts with report.
5. Assists in preparing daily deposits.
6. Work with large sums of cash and process daily transactions.
7. Maintaining files and reports as directed.
8. Responsible for keeping the gatehouse neat and tidy, light housekeeping is required.
9. Print shelter signs and deliver to Campground Hosts (and Maintenance Staff) to post as needed.
10. Assisting with Special Events.
11. Possess knowledge of the Park.
12. Observe and obey all Safety Rules and Regulations, and strive to be an essential part of the Safety Team.
13. All other duties as assigned.

Physical, Psychological, Physiological Environment, Cognitive Considerations:

- Must be able to work under pressure with frequent interruptions while meeting deadlines for various tasks.
- Must be able to resolve differences and problems with the public, vendors, and employees in a pleasant manner.
- Must be able to work Shift Work.
- Must be able to work at a computer for extended periods of time.
- Must be able to work in a small office environment.
- Worker must be able to stand for long periods of time.
- May be required to lift 10-15 lbs.
- Workers must be self-starters and capable of working without constant supervision.
- Must be able to work weekends and holidays.